



**National Qualifications 2012
Internal Assessment Report
NQ Travel & Tourism**

The purpose of this report is to provide feedback to centres on verification in National Qualifications in this subject.

National Courses

Titles/levels of National Courses verified:

Travel & Tourism Intermediate 1:

DM4E 10 Holiday Planning
DM4J 10 Holiday Issues
DM4G 10 Holiday Destinations

Travel & Tourism Intermediate 2:

DM4L 11 Travel and Tourism: An Introduction

Travel & Tourism Higher:

DM4N 12 Tourist Destinations

General comments

Of the eighteen centres selected for central verification in 2012, sixteen were successful. The remaining two centres did not apply and follow the marking instructions for the NABs correctly. It was noted that some centres are not applying the marking schemes consistently across all candidates.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Some centres are familiar with the Unit specifications, instruments of assessment and exemplification materials.

Evidence Requirements

It was clear that some centres understand the Evidence Requirements for the Units. However, others rely too heavily on the SQA NABs.

Administration of assessments

SQA NAB assessments were used by all of the centres selected for central verification; the assessors followed the marking schemes for the NAB assessments. There was no evidence of centres devising their own assessments.

There was evidence of internal verification (cross-marking) of candidate evidence for five of the centres selected. Centres must ensure they are applying their internal verification procedures and policies to internally marked assessments, and that this is indicated on candidate evidence.

Areas of good practice

One centre employed a robust internal procedure which clearly identified where the internally verified sample and any actions required. Another centre gave

candidates excellent feedback on their performance, highlighting questions that were well answered and indicating areas for improvement.

Specific areas for improvement

Due to the nature of the Travel and Tourism industry it is important that centres update their marking instructions to ensure that answers reflect current trends, businesses which are no longer trading, and new entrants and new resorts/destinations/arrival points. There were instances where candidates' answers were marked as incorrect when they were correct.

Assessors and internal verifiers should be familiar with the Unit specifications; there is a tendency to work from the NABs and marking schemes rather than the Unit specification. It was noted that some assessors were allocating half marks, correcting candidates' answers and giving marks to answers which were vague.

Centres should apply internal verification procedures to all units and identify any actions required, these should be recorded.